

02-19-02

EU189967872US A



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
Docket No. AUS920011019US1

Date: 2-14-02

Assistant Commissioner for Patents
 Washington, D.C. 20231

J1017 U.S. PTO
 10/076362
 02/14/02

Sir:

Transmitted herewith for filing is the patent application of Inventors:

**ALEXANDER DRUYAN, DONALD A. JAMES, CHING YU CONRAD LO,
 ARSALAN K. LODHI, FABIAN F. MORGAN, SANDRA JUNI SCHLOSSER**

For: "A Method and System for Managing Service Requests Across Multiple Systems"

ASSIGNEE NAME: INTERNATIONAL BUSINESS MACHINES CORPORATION
 ASSIGNEE RESIDENCE: ARMONK, NEW YORK

Enclosed are also:

- 15 Pages of Specification including an Abstract
- 6 Pages of Claims
- 5 Sheet(s) of Drawings (Informal)
- A Declaration and Power of Attorney
- Form PTO 1595 and assignment of the invention to IBM Corporation

CLAIMS AS FILED

FOR	Number Filed	Number Extra	Rate	Basic Fee (\$740)
Total Claims	28 - 20 =	8	X \$18 =	\$144.00
Independent Claims	5 - 3 =	2	X \$84 =	\$168.00
Multiple Dependent Claims			X =	\$
Total Filing Fee			=	\$1052.00

- Please charge \$1052.00 to IBM Corporation, Deposit Account No. 09-0447. 09-0447
- The Commissioner is hereby authorized to charge payment of the following fees associated with the communication or credit any over payment to IBM Corporation, Deposit Account No. 09-0447. A duplicate copy of this sheet is enclosed.
- Any additional filing fees required under 37 CFR § 1.16.
- Any patent application processing fees under 37 CFR § 1.17.

Respectfully,

David A Mims, Jr.
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